



HOMEWORK ACTION PLAN

S SPECIFIC
 M MEASURABLE
 A ACHIEVABLE
 R RELEVANT
 T TIME-BOUND

Name	Daniel Forant III	Class	#	N427
Dealership	Greenwich Ford	Date		1/1/2028

Current Situation or Challenge to be Addressed:	Time frame from the acquisition of pre-owned inventory to front line ready.		
Current Performance Level (include specific measure):	Currently and on average it takes our Service Dept. 8 days to get our pre-owned inventory front line ready.		
Goal (what do you want to achieve?)	Lower our avg days it takes us to get of pre - owned units front line ready.		
Goal Performance Level (include specific measure)	Drive the avg days it takes us to get our pre-owned front line ready from 8 days to 4 days.		
Goal Start Date:	2/1/2024	Goal End Date:	9/30/2024
First Check-in Date:	3/1/2024	Performance Objective:	Avg days at 7 - process and infrastructure are in place. Every member of the team is bought into the goal and process.
Second Check-in Date:	4/1/2024	Performance Objective:	Avg days at 6 - evaluate the process and fine tune if necessary.
Third Check-in Date:	5/1/2024	Performance Objective:	Avg days at 5 - evaluate the process and fine tune if necessary.
Fourth Check-in Date:	6/1/2024	Performance Objective:	Avg days at 4 - evaluate the process and fine tune if necessary.
How does your goal align with the dealers' vision?	Deliver 720 pre-owned units in 2024. Turn our pre-owned inventory 12 times per year.		
What are the potential benefits of achieving	Increased gross profitability for Sales, Service and the Parts Dept.		

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your goal?	
What are the potential consequences if you don't achieve your goal?	The Sales, Service and Parts Depts, will not realize the the gross profitability that we are more than capable of achieving.
Why is the goal important to you?	It will ensure that we exceed our 2024 Pre-owned forecast. In return our Service and Parts Depts. will have a jump on exceeding their 2024 forecast.
Potential Obstacles	Team member buy in. Adhering to the process set in place that will get us there.
Potential Solutions	Daily and consistent communication with every team member on what our goal is, how we will get there, what role they play in the goal, and how it will benefit them as individuals.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	\$605,000 in variable gross and an additional \$274,000 in additional fixed gross.

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve? For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Develop a streamlined process with team members input	NA	Daniel	Processes in place and wrinkles ironed out. Each team member understand their specific role within the goal.	2/1 - 2/4
Have a dedicated used car service writer	NA	Josh (Svc Mgr)	Dedicated used car writer is trained and ready	2/4 - 2/15

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
2 dedicated used car Techs	HR	Josh (Svc Mgr)	Hire / transition 2 used car Techs	2/4 - 2/21
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Decrease time of pre - owned units to front line ready from 8 days to 4 days	Process, Tracker	Daniel	By 6/1/24 the pre - owned to front line ready will take an avg of 4 days	Start 2/1 - end 6/1 - check points at 3/1, 4/1, 5/1

As you work toward your goal, it’s important to have interim check points with specific, measurable objectives so your team can hold themselves accountable. If everyone knows the goal and objectives, you don’t have to spend your valuable time micromanaging.

Once you’ve accomplished your goal, added or adjusted policies, procedures, and behaviors, now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

By consistent and daily communication of what the standard is. If not spoken about on a daily basis the standard will become out of sight and out of mind.

Describe any planning or implementation meetings conducted as part of development of your plan.

Hold a meeting with all dept heads and shop forman. Gather their input. Ask everyone to take a day or two to think about what the goal is, how it will benefit everyone. Reconvene, laying out the attack plan and each individuals responsibility to the goal.

Sponsor Signature: _____